



Service Administrator

Job Description

Service:	<i>Mental Health and Wellbeing</i>
Job Title:	<i>Service Administrator</i>
Reports To:	<i>Team Leader</i>
Location:	<i>Hybrid working; between head office, home and other Young Somerset bases countywide</i>
Main Purpose of Post:	To provide daily administrative support across the Mental Health and Wellbeing Service ensuring efficiency of all processes and creating a safe, effective, and positive work environment for employees.
Main Responsibilities and Duties:	<ul style="list-style-type: none">Provide direct administrative support needed, including scheduling appointments, meetings, and events; booking travel; maintaining file systems; and updating and maintaining databases.Answers general emails (into service inboxes) and follows up on phone calls and contacts as appropriate; acts as lead point for co-ordinating service improvement issues (complaints & compliments)Ensure all service risk assessments are up to date and compliant. Take the lead in writing all new service risk assessments.Ensure a consistent YS approach to recruitment across the service, including advertising.Organize and oversee work experience students.Support the co-ordination of CPD opportunities for staff and maintain database.Manage staff absence and ensure appointments, including Mindline shifts, are cancelled and rearranged and line manager informed.Support, mentor and line manage staff (including apprentices), both as individuals and as team membersRecognize people's needs for alternative methods of communication and respond accordingly.Effectively manage own time, workload and resources.Communicate effectively across the organisation and with external partners.Demonstrate the ability to manage a changing environment.Attend triageComplete admin tasks following triage

The post holder may be required to undertake additional duties commensurate with the level of this post.

Additional Information

The postholder must be able to demonstrate commitment and enthusiasm towards Young Somerset's four core values: Putting Young People First, Inspiring, Collaborating, Going Further.

An Enhanced DBS clearance is required as post holder will be working in close proximity to children. This post is exempt from the Rehabilitation of Offenders Acts.

The post holder will be required to maintain a suitable, confidential space to work from home.

The salary is £25,000 pro rata for 37 hours per week term time plus 3 weeks.

Holiday entitlement is 27 days, plus 8 Bank Holidays (pro rata for part time staff), with an additional 5 days after 5 years service (pro rata for part time staff).

The postholder may be required to work some evenings and weekends.

Qualifications

Essential

- Educated to A-level standard or equivalent, including GCSE standard English and Maths.

Desirable

- Relevant IT and/or business administration qualification

Experience

Essential

- Previous and proven experience in an administrative role, within an office environment.
- Data input and use of business systems.
- Communicating with wide range of internal and external stakeholders.
- Work as part of a team.

Desirable

- Experience of maintaining a social media presence for an organisation
- Working in the charity, youth or mental health sectors